

Visitor Services Associate Position Description

Title: Visitor Services Associate

Function: Greets visitors of the Noah Webster House & West Hartford Historical Society and orients them to the museum prior to their tour with an historical interpreter or via tablet.

Primary responsibilities:

- Prepare the Visitor's Center for guests (put out flag and sign, prepare front desk, turn on lights, and ensure exhibits are in good condition)
- On weekends, answer the gift shop phone and assist callers
- Greet visitors and collect admissions
- Assist with museum shop sales
- Orient visitors with tablet tour
- Coordinate with historical interpreter to ensure visitor tours run smoothly
- Operate orientation video
- Schedule work shifts one month in advance, report for duty as scheduled, and communicate with staff member on duty if unable to work shift.

Other responsibilities many include:

- Helping with museum mailing and other jobs during shift

Qualifications:

- Strong communication and interpersonal skills
- Exhibit professional manner at all times
- Desire to work as a team player; uphold the mission of the Museum; abide by the stated rules, regulations, and procedures of the Museum.
- Enjoy working with people
- Reliable
- Ability to use cash register

Time required:

- Must be available at least three hours per month (one shift) to receive full benefits.

The Museum is open Monday-Saturday from 1-4 p.m. The museum is always closed on major holidays and the first five weekdays of January.

Training: Training will be provided by museum staff. On-going training will be available as needed.

Benefits: Individual Membership which includes free admission to the Noah Webster House, 10% discount in museum shop; 10% off facility rentals, and discounts on Noah Webster House programs.

The Noah Webster House & West Hartford Historical Society is an affirmative action/equal opportunity employer and strongly encourages the applications of women, minorities, and persons with disabilities.

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